

Complaint about childcare provision

EY538269/C328032

Date: 10/11/2017

Summary of complaint

On 06 October 2017, we received a complaint that raised concerns about how children's individual needs are met. The information also raised concerns about confidentiality and safeguarding practice at the setting.

We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to; 'Child protection'; 'Key person'; 'Staff:child ratios'; 'Food and drink' and 'Complaints'.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the provider is meeting all legal requirements.

We carried out an unannounced visit to the premises and found that certain records requested were not available to view on the day of the visit. Staff had not followed up information provided by a parent about their child. We also found that the setting had not followed their complaints procedure.

Following our investigation, we issued a notice of action to improve which required the provider to:

- ensure records are easily accessible and available.
- ensure that each key person understands their role, and that every child's care is tailored to meet their individual needs. This particularly refers to following up information that parents provide about their child.
- ensure you follow your complaints procedure, and complete your investigation of a complaint by notifying complainants of the outcome of the investigation.

A suitable response was received from the provider.

The provider remains registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted